



Time to let their hair down: Mondial employees get into the spirit of the occasion at the company's Christmas party

Roadside heroes on call

34

Mondial

Business-to-business services



Annual sales	£77.5m
Staff numbers	748
Male:female ratio	62:38
Under-35s/over-55s	56%/3%
Staff turnover	23%
Earning £35,000+	6%
Typical job	Service vehicle technician

The phones go mad at Mondial's car breakdown service on January 2 each year. But the staff who field the calls and deal with emergency assistance don't mind — they get a bonus for working on a designated "busy day".

The firm, which was launched as a British subsidiary of the French Société de l'Automobile in 1980 and is now owned by Allianz, the German insurance firm, has seen business boom in recent years.

Two years ago annual revenues were £60m but they have now hit more than £77m, with 748 employees at three sites around the UK offering 24-hour breakdown cover, travel assistance and other help for businesses

including BMW, Rolls-Royce and Land Rover.

Management is open and approachable and determined to respond to employee feedback. In our survey 79% of employees praise their manager's honesty. An open-door policy ensures communication on a one-to-one basis and team days provide employees with both formal and informal opportunities to raise issues.

There is a good spread of benefits and excellent facilities. Technicians, the most common job role, are paid £18,815, and profit-related pay most recently amounted to 8% of salary.

There are performance bonuses for 61% of staff, ranging from £1,000 to £25,000, and a host of other perks.

Everybody has free roadside assistance, discounts on travel bookings and former company cars at reduced rates. After 10 years of service, staff get £1,000, while there is a £100 recruitment bonus when new starters complete their probationary period.

In the coming year Mondial plans to increase its benefits package and introduce an "employee assistance scheme" offering specialist advice.

Staff are well fed with the help of £30 in luncheon vouchers each month, and there are free drinks and discounted snack machines.

Seven out of 10 employees say they get support from their managers to learn new skills, and the firm contributes up to £1,250 for any professional study course that runs for a year — plus up to £850 annually for

materials and exam fees if the course lasts for more than a year and costs more than this.

Employees are given 12 days' paid leave for charitable work and participate in activities from marathons to sky dives.

A total of 89% of staff praise the positive energy of their chief executive, Mike Webb — the ninth-highest score in our survey. He ensures he is in touch with frontline staff by spending time in each department and taking calls himself.

Wanting to quit

	% who would leave tomorrow if given another job	Page
1 Pannone & Partners	12.3	(17)
2 Cobbetts	12.4	(21)
3 W L Gore	13.9	(14)
4 St Ann's Hospice	14.2	(18)
5 Universal Music	14.6	(19)
6 Data Connection	15.1	(16)
7 Microsoft	17.8	(21)
8 Electronic Arts	18.0	(25)
9 Hicox	19.0	(20)
10 Flight Centre	19.1	(16)